<table>
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<th>KEY STAFF</th>
<th>GENERAL RESPONSIBILITY</th>
<th>QUALIFICATIONS/EXPERIENCE</th>
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| Account Executive         | • primary contact for state staff  
  • ultimate responsibility for the EPIC and AIH programs and all contract administration and all teams associated.  
  • acquisition of adequate resources and scheduling and provision of resources  
  • fosters cooperative relationship with DOH and is the focal point of contact for DOH  
  • ensures compliance with all SLAs and ensures all deliverables/reports are met and sent | • At least five (5) years account executive experience on a large-scale public pharmacy program  
  • At least two (2) years’ experience with a public pharmacy program or other similar organization where significant pharmacy operations experience was obtained  
  • At least (3) years ongoing relationship management with a large client  
  • At least (3) years implementing quality improvement and customer satisfaction monitoring programs  
  • Demonstrated ability to effectively communicate with customer’s senior management; and  
  • Demonstrated strong analytical, organizational and problem-solving abilities |
| Call Center / Customer Service Manager | • responsible for management and oversight of the call center operations team and all call center and customer service activities and requirements  
  • responsible for ensuring that all call center representatives are trained, capable and responding accurately  
  • ensures compliance with all call center SLAs | • At least five (5) years in call center oversight responsibilities, e.g., operation of large-scale customer service call center preferably in the health care field  
  • At least three (3) years experience in scheduling and controlling aspects of a large-scale customer service call center  
  • Strong organizational, conflict resolution, and customer service skills  
  • Demonstrated strong problem-solving, verbal and written communication skills and knowledge of management principles |
| Systems/Project Manager   | • responsible for the management and oversight of the system and service operations team and all system development and reporting activities and requirements. | • At least five (5) years in project management oversight responsibilities, e.g., planning, design, development, implementation, and operation of large-scale Information Technology project |
## Attachment D - Minimum Staffing Requirements

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<tr>
<th>Position</th>
<th>Requirements</th>
<th>Experience</th>
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| Attachments D - Minimum Staffing Requirements | prioritization and development of business specifications and tracking of system changes and enhancements  
leading and managing projects and all related deliverables associated with program and/or statutory changes.  
identifying and resolving project issues  
Creating strategies for risk mitigation and contingency planning  
Ensures compliance with all systems and reporting SLAs | At least three (3) years health care claims processing environment, including development of system architecture and interfaces  
At least three (3) years’ experience in scheduling and controlling all aspects of a large-scale IT system preferably in the health care field  
Demonstrated strong analytical, organizational and problem-solving abilities  
Demonstrated ability to bridge business and system requirements  
Strong organizational, presentation, and customer service skills | At least three (3) years health care claims processing environment, including development of system architecture and interfaces  
At least three (3) years’ experience in scheduling and controlling all aspects of a large-scale IT system preferably in the health care field  
Demonstrated strong analytical, organizational and problem-solving abilities  
Demonstrated ability to bridge business and system requirements  
Strong organizational, presentation, and customer service skills |
| Quality Assurance Manager | responsible for the management and oversight of the quality assurance team and all quality assurance activities and requirements.  
monitors performance to ensure compliance with the contract  
responsible for implementing continuous improvements  
ensures the quality of all deliverables including but not limited to reports, documentation, testing and responses to DOH, members and providers.  
ensures all SLAs are meet | At least five (5) years’ experience in managing financial, technical and business quality programs  
At least three (3) years’ experience in managing the Quality-Assurance component of a large-scale integrated healthcare system, preferably a Medicaid program  
Demonstrated ability to communicate effectively, orally and in writing with all levels of management  
At least two (2) years experience analyzing performance metrics and identifying corrective actions needed to comply with contract requirements  
Demonstrated ability to manage independent testing of software quality  
Strong attention to detail and organizational skills | At least five (5) years’ experience in managing financial, technical and business quality programs  
At least three (3) years’ experience in managing the Quality-Assurance component of a large-scale integrated healthcare system, preferably a Medicaid program  
Demonstrated ability to communicate effectively, orally and in writing with all levels of management  
At least two (2) years experience analyzing performance metrics and identifying corrective actions needed to comply with contract requirements  
Demonstrated ability to manage independent testing of software quality  
Strong attention to detail and organizational skills |

Qualifications/Experience and General Responsibility may change at the discretion of The Department of Health.